

Function: Digital Services
Role Title: Infrastructure Engineer (G8)
Reports To: Head of Infrastructure

Overview

Digital Services (DS) refer to the application of business and technical expertise to enable the creation, management, and optimization of or access to information and business processes. This function is the first point of contact for end user issues and is supported by Digital IT Service Desk, Technical Services and Operations Management.

An Infrastructure Engineer is responsible for the management and efficient operation of all compute, storage and network technologies. An Infrastructure Engineer will take a leading role in the configuration and maintenance of core systems, incorporating appropriate resilience and the recovery of systems and services in the event of a DR or major system outage.

The Digital IT Service is a 24/7 operation and there may be a requirement to work out of hours, when required to ensure high service availability and completion of planned changes.

Responsibilities:

- In collaboration with the infrastructure team, take a lead technical role in the resolution and recovery from major incidents, including Disaster Recovery and Business Continuity situations.
- Monitor the lifecycle of core infrastructure components and inform and advise of suitable replacements/upgrades with sufficient notice to enable effective budget management
- Act as technical lead on assigned installations, upgrades, and changes to core infrastructure components. Documenting appropriate information and ensuring knowledge is transferred across the relevant staff.
- Act as an SME for Business and Technical projects and take ownership of all associated tasks
- Provide technical advice and guidance to ensure decisions are fully informed.
- Monitor, investigate and improve the efficiency of our infrastructure components.
- Ensure that appropriate level of cover is maintained constantly by producing, maintaining, and presenting operational knowledge transfer with peers via the creation of design and procedural documentation and workshops
- Establish technical standards and policies for storage and server infrastructure components.
- Delivery of all Infrastructure incidents and requests within the defined SLA's
- Investigate and implement appropriate security measures to protect core infrastructure components from cyber threats.
- Maintaining a high level of industry awareness across all core infrastructure components and networks, assessing, and advising on the impact of changes in technology.
- Proactively propose and implement service and operational improvements which enhance the user experience, increase our security position and/or realise cost saving
- Adhere to our Change, Major Incident and Problem Management policies, process and procedure
- Responsible for preventative maintenance activities across our Infrastructure components
- Build and maintain strong working relationships with our suppliers and vendors; maximising the value of support contracts and technologies and ensure delivery to agreed SLA's.

Qualifications – Professional Skills Certifications (essential or desired)

- Graduate qualification or relevant professional experience

Background & Experience

- Experienced IT engineer in a diagnostic and problem-solving role
- In-depth understanding of diverse computer systems and networks. Substantial experience in developing and supporting both application and physical system solutions in an enterprise environment, with practical experience in the management, configuration and administration of infrastructure technologies both on premise and in the cloud.
- Demonstrative understanding of core networking principles including Switching, Routing, Firewalls, Load Balancing, Transport Layers, Fibre Connectivity
- Demonstrative experience working with business-critical databases such as Oracle and SQL

Skills Framework for the Information Age (SFIA) - IT Skills & Competencies

Skill name & key responsibilities	SFIA Level	SFIA skill-level description selected for this role
Systems design	4	Designs components using appropriate modelling techniques following agreed architectures, design standards, patterns and methodology. Identifies and evaluates alternative design options and trade-offs. Creates multiple design views to address the concerns of the different stakeholders of the architecture and to handle both functional and non-functional requirements. Models, simulates or prototypes the behaviour of proposed systems components to enable approval by stakeholders. Produces detailed design specification to form the basis for construction of systems. Reviews, verifies and improves own designs against specifications.
Supplier management	4	Collects supplier performance data and investigates problems. Monitors and reports on supplier performance, customer satisfaction, and market intelligence. Validates that suppliers' performance is in accordance with contract terms. Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance. Implements supplier management-related service improvement initiatives and programmes.
Sustainability	4	Assesses and reports on how different tactical decisions affect sustainability. Evaluates factors and risks (political, legislative, technological, economic, social) that impact on operational processes and strategic direction. Evaluates and reports on implementation of sustainability measures in specific areas.
Emerging technology monitoring	5	Monitors the external environment to gather intelligence on emerging technologies. Assesses and documents the impacts, threats, and opportunities to the organisation. Creates reports and technology roadmaps and shares knowledge and insights with others.
Availability management	5	Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities. Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.
Incident management	5	Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents and informs service owners in order to minimise probability of recurrence and contribute to service improvement. Analyses metrics and reports on performance of incident management process.
Hardware design	5	Specifies and designs complex hardware components/ systems. Selects appropriate design standards, methods and tools, consistent with agreed enterprise policies, and ensures they are applied effectively. Reviews others' designs to ensure selection of appropriate technology, efficient use of resources, and effective integration of multiple systems and technology. Contributes to policy for selection of components. Evaluates and undertakes impact analysis on major design options and assesses and manages associated risks. Ensures that hardware designs balance functional, service quality, security, systems management and sustainability requirements.

One of our strategic ambitions, articulated in our current strategic framework, is to advance equality, diversity and inclusion (EDI). This includes achieving greater diversity within our workforce and creating an inclusive working environment service wide. We will create a culture that is collaborative and innovative and that adapts to the changing needs of our clients. EDI will be fundamental to this culture. In this role, you can expect to: contribute to our thinking and be challenging on how Salford can transform the way it addresses equity disparities, embraces diversity and becomes more inclusive.

The University of Salford is committed to an inclusive approach to equality and diversity. We make every effort to form shortlisting and interview panels that are diverse in terms of gender, age, ethnicity, nationality and socio-economic background.